

Job Title: TECHNICAL MANAGER V - USER EXPERIENCE (UX)/USER INTERFACE (UI) DESIGNER - IPR#46275

Agency : Department of Transportation

Closing Date/Time: 05/11/2023

Salary: \$6,145 - \$10,210 Monthly

Job Type: Salaried Full Time

County: Sangamon

Number of Vacancies: 1

Plan/BU: NR916 - Protech Teamsters

This position is a union position; therefore, provisions of the relevant collective bargaining agreement/labor contract apply to the filling of this position.

All applicants who want to be considered for this position MUST apply electronically through the illinois.jobs2web.com website. State of Illinois employees should click the link near the top left to apply through the SuccessFactors employee career portal.

Applications submitted via email or any paper manner (mail, fax, hand delivery) will not be considered.

Agency Mission Statement

The Illinois Department of Transportation is seeking to hire a User Experience (UX)/User Interface (UI) Designer.

The IDOT team works diligently to provide safe, cost-effective transportation for Illinois in ways that enhance quality of life, promote economic prosperity and protect our environment. We are problem solvers and leaders, constantly searching for innovations and improvements in support of our commitment to providing the best multimodal transportation system for Illinois.

Our team fosters a culture of inclusivity. We value diversity and hold ourselves to the highest ethical standards as we work together for a common purpose. Team members frequently collaborate with colleagues and others outside the department to best meet customer needs.

The department offers extensive training and career advancement opportunities. Employees also receive a robust benefit package including:

- Monday-Friday work schedule
- Flexible work schedules are available in many program areas.
- Health, Life, Vision, and Dental Insurance
- Pension Plan
- (10) Weeks paid Maternity/Paternity Leave
- Deferred Compensation Program and other pre-tax benefit programs (Medical/Daycare)
- Employees earn (12) paid Sick Days annually.
- New Employees earn (10) paid Vacation Days their first year of service and can earn up to (25) paid Vacation Days annually.
- Employees earn (3) paid Personal Days annually.
- (13-14) paid holidays annually (based on start date)
- Tuition Reimbursement

We invite qualified applicants to apply to become part of our team. We are confident that you will take pride in serving Illinois and its residents and visitors.

Job Responsibilities

This position is accountable for developing, managing, and maintaining content across multiple websites. This position brings a user-centered design process to the department's online content as well as audits and analyzes content opportunities.

Primary content manager: 1 website
Major project website: 5-7 annually

Web user metric reports: 4 annually

This position reports to the Bureau Chief of Communications Services. There are no subordinates reporting to this position.

This position is responsible for assisting the Office of Communications executive staff on agency priorities by working across all offices to gather needed information for special projects. S/He ensures that project timelines and deliverables are met. This position analyzes existing processes for updating external websites and ensures certain existing and future processes and policies provide a sound basis for the continued maintenance of the department's online presence. The incumbent manages and implements content, graphics, audio, and video media for web delivery and creates and/or acquires new site content. This position rewrites, edits, and updates existing content across multiple sites; evaluates, prioritizes, and manages site content across multiple web properties; edits copy, proofreads, and approves all content. S/He assists in defining/managing schedule and resources for site content as well as assist in site localization, quality assurance, and approvals.

Typical challenges of this position involve working with the department's various offices to understand how each will best be represented online and determining how to prioritize and organize online information in a logical manner. The greatest challenge is ensuring external audiences can quickly find needed information on the department's external websites.

The incumbent synthesizes content from various sources to create an ongoing, rich information experience for end users. The incumbent recommends, writes, and coordinates new content postings, conducts ongoing content maintenance, applies and updates metadata, and enhances content assets for search engine discovery. S/He conducts website content inventories, audits, and migrations; contributes and maintains content in databases and web applications; utilizes content management systems and databases; develops and implements web content strategies; and contributes to website redesign requirements, usability, and acceptance testing. The incumbent manages content development and delivery schedules; prepares analytical reports to demonstrate usage and identify gaps; and makes recommendations to create new content, drive search engine optimization (SEO), and improve end user engagement.

(Job Responsibilities continued)

The incumbent works with written content, images, videos, analytics, and other media to produce/update websites. The incumbent works efficiently within a content management system (CMS) to create and edit pages, choose appropriate modules for content display, and lay out content that complies with website designs and best practices for user experience. The incumbent provides thoughtful commentary on the appropriateness of content for a web environment; makes recommendations for content enhancements or editing; and ensures content adheres to industry best practices, SEO, brand standards, and style guidelines. S/He performs quality assurance (QA) testing and implements necessary adjustments. The incumbent maintains current knowledge of and adheres to web content accessibility guidelines and standards outlined in the Illinois Information Technology Accessibility Act (IIAA) 2.0.

The incumbent is given general latitude in decision-making. Decisions which hold major policy significance are referred to the Bureau Chief of Communication Services for approval. The incumbent is constrained by designated deadlines, state and federal statutes, and departmental policies and procedures.

The incumbent has direct and frequent contact with all departmental offices regarding the numerous functions and programs affected by the office's policies. The incumbent has day-to-day contact with the Bureau of Information Processing staff, directors, regional engineers, and bureau chiefs. External contacts include Central Management Services (CMS) and the Illinois Department of Innovation and Technology. Occasional statewide travel with overnight stays is required.

The effectiveness of this position is measured by the degree of organization and ease of user experience of the department's web presence and by ensuring that the diverse array of the department's responsibilities are reflected online in a positive manner.

Principal Accountabilities

1. Provides accurate and comprehensive advice to the Bureau Chief of Communication Services on administrative matters impacting the department.
2. Develops and coordinates strategies to improve website user interfaces ensuring that online resources achieve departmental goals and objectives.

3. Assists the Bureau Chief of Communication Services in implementing decisions and directives.
4. Conducts special projects as assigned by the Office of Communications executive staff and provides timely, effective solutions to problems in the web environment.
5. Maintains effective liaison with groups and individuals with the department to further promulgate policies.
6. Maintains current knowledge of and adheres to web content accessibility guidelines and standards outlined in the Illinois Information Technology Accessibility Act (IIAA) 2.0.
7. Performs duties in compliance with departmental safety rules. Performs all duties in a manner conducive to the fair and equitable treatment of all employees.
8. Performs other duties as assigned.

Qualifications

Position Requirements

- Education/Experience
 - Completion of a bachelor's degree majoring in web design/development, digital media, graphic design, computer science, or communications PLUS three years of experience in web design, front end development, or user experience/user interface design; OR
 - Eleven years of experience in web design, front end development, or user experience/user interface design
- Valid driver's license
- Occasional statewide travel with overnight stays

Position Desirables

- Experience designing and developing websites for a public entity
- Experience in website migration across content management systems
- Working knowledge of SharePoint

Work Hours: 8:00 am - 4:30 pm Monday-Friday

Work Location: 2300 S Dirksen Pkwy Springfield, IL 62764-0001

Office: Office of Communications/Bureau of Communication Services

Agency Contact: DOT.CONTACTHR@ILLINOIS.GOV

Job Family: Transportation; Science, Technology, Engineering & Mathematics

APPLICATION INSTRUCTIONS

Use the "Apply" button at the top right or bottom right of this posting to begin the application process.

If you are not already signed in, you will be prompted to do so.

State employees should sign in to the career portal for State of Illinois employees – a link is available at the top left of the Illinois.jobs2web.com homepage in the blue ribbon.

Non-State employees should log in on the using the "View Profile" link in the top right of the Illinois.jobs2web.com homepage in the blue ribbon. If you have never before signed in, you will be prompted to create an account.

If you have questions about how to apply, please see the following resources:

State employees: Log in to the career portal for State employees and review the Internal Candidate Application Job Aid

Non-State employees: on Illinois.jobs2web.com – click "Application Procedures" in the footer of every page of the website.

The main form of communication will be through email. Please check your "junk mail", "spam", or "other" folder for communication(s) regarding any submitted application(s). You may receive emails from the following addresses:

- donotreply@SIL-P1.ns2cloud.com
- systems@SIL-P1.ns2cloud.com